

An Important Message to our Clients regarding our Response to the Coronavirus

Dear Client,

You are no doubt aware of the evolving situation with the coronavirus across the world. Many of our clients have inquired about our plans and responses to the risks associated with this virus. We are committed to doing everything possible to protect the health and well-being of your employees, our field associates as well as minimizing any potential disruptions to your business.

Our business continuity and life safety teams have been closely monitoring updates from the Centers for Disease Control and Prevention (CDC) which currently states that the immediate health risk to the general public in the United States is considered low. Nevertheless, we are implementing a range of policies and procedures to ensure we are doing all we can to prevent the spread of this virus. The following steps are fully aligned with the recommendations of the CDC.

- At the branch and employee level, we have instructed all our employees that they must follow the CDC's guidance regarding frequent handwashing for the appropriate duration as well as the use of hand sanitizer. In addition, we have instructed employees to regularly disinfect hard surfaces in our offices and, where possible and appropriate, onsite locations. We are providing our service locations with ample supplies on hand to ensure these rules can be followed easily.
- Any of our employees who disclose that they have recently traveled to any country the CDC is reporting as having a Level 3 risk related to coronavirus will be instructed to not come to work until 14 days after their return from that country. The same applies if an employee discloses that a household member has traveled to one of those countries. This applies even if they are symptom free.
- Our intention is to coordinate with you to ensure that our preventative measures and policies are aligned with your company's policies. However, per the CDC's guidance, we are advising our associate's to not report to work if they have a fever of 100 degrees or more.
- We recognize that you may have an attendance policy that does not support the preceding two changes. In the interest of the health and safety of our employees and yours, we hope you will allow this change temporarily.

We will continue to modify our procedures (as needed) in response to this evolving situation and will communicate these to you at such time. In the meantime, if you have any questions please don't hesitate to contact your Business Development Manager or primary contact with our company.

Also, if you want to keep up to date with the actions and recommendations of the CDC, the best source is its websites at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or in Spanish at <https://www.cdc.gov/coronavirus/2019-ncov/index-sp.html>